

ABSTRACT OF THE DISCLOSURE

5 APPARATUS, SYSTEM AND METHOD FOR PROVIDING SPEECH
 RECOGNITION ASSIST IN CALL HANDOVER

 An apparatus, system and method for providing speech
recognition assist in call handover are provided. With
10 the apparatus, system and method, spoken utterances of
the call taker, not the caller, are captured using speech
recognition technology and transcribed. The call taker
can use a noise-canceling microphone placed optimally to
receive voice input from the call taker. The speech
15 recognition system can be trained to the specific speech
patterns of the call taker and the vocabulary of the
speech recognition system can be limited to the specific
domain of discourse related to the job scope of the call
taker. The transcription of the spoken utterances of the
20 call taker may be stored in a record associated with the
call. This record, and the corresponding transcription,
may be transferred to another call taker upon handover of
the call to the other call taker.